



Volunteer Management Program
Boys & Girls Clubs of Garden Grove, Inc.
10540 Chapman Avenue
Garden Grove, CA 92840

FYOP COUNSELOR

The Boys & Girls Clubs of Garden Grove (BGCGG) provides hope and opportunity through youth development services and community health services, offering over 65 program locations that serve over 5,000 children daily and 24,000 individuals annually. BGCGG's mission is to enable all young people, especially those who need us most to reach their full potential as productive, caring, responsible citizens. Our vision is to ensure that the children and youth who attend our programs become competent adults, caring parents, and responsible citizens.

Class: Volunteer
Commitment: Complete a minimum of 250 volunteer hours / at least 10 hours per week
Schedule: M-Th 11:00-8:00
F 9:00-6:00 & S 9:00-5:00
Location: Family & Youth Outreach Program
Contact: Human Resources, 714-530-0430 x1972

Position Summary: Placed at the Family & Youth Outreach Program as a counselor to provide comprehensive mental health services, case management and other related support services to children and their families. Responsible for meeting weekly productivity expectations and maintaining accurate & up to date records of all services rendered in accordance with Board of Behavioral Sciences, state and county regulations while maintaining an active caseload.

Essential Duties & Responsibilities

- Communicate professionally and effectively with Program Director and team to build positive working relationships and productive work environment
- Ensure a productive work environment by working as a team member, contributing to team meetings, and providing feedback to support decision making
- Attend weekly clinical supervision sessions, staff meetings, conferences, and trainings as required
- Maintain minimum caseload of 5 active clients for individual or group counseling
- Facilitate one round of educational classes or process groups each semester/quarter
- Effectively support the planning, development, and implementation of counseling programs, services, and activities
- Apply related coursework, training and knowledge of conflict resolution strategies & case management.
- Utilize knowledge of HIPAA & BBS and follow confidentiality regulations
- Adhere to proper/mandated documentation procedures/guidelines and processes according to FYOP and BBS standards in a timely manner
- Manage client files and complete CAR/suicide/homicide reports as necessary
- Provide parent support for improving child's functioning through counseling, resources and referrals with the county
- Complete daily process notes for each client in caseload within 24 hours and keep client information up to date
- Document all services rendered during phone contact, completed services, referrals, etc. in database and case notes
- Ensure mental health and crisis services are coordinated and accessed in a timely manner
- Manage tasks using effective time management and attention to detail
- Consult with Program Director, Clinical Supervisor and peers to develop own knowledge and skills to strengthen self-development as a counselor
- Effectively monitor and evaluate programs, services and activities through completing weekly client services log and submitting to Program Director and Clinical Supervisor
- Set appropriate boundaries with clients & families; build positive and professional relationships
- Uphold organization's mission and values

Additional Duties & Responsibilities

- Work with diverse populations in a culturally competent manner
- Complete a variety of administrative and clerical duties, such as managing files and records, following up on phone calls, completing reports, and tracking data
- Ensure assigned tasks and responsibilities are performed in a timely manner
- Professionally answer phones and provide customer service



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- Communicate needs and concerns clearly and document services and correspondence in a clear and concise manner in accordance with program standards
- Adapt and be flexible; must be able to collaborate and use resources effectively
- Follow safety procedures & recognize potential issues at site and communicate with supervisor as needed
- Maintain communication with supervisor to follow scheduling and callout procedures
- Accurately track hours via Paycom
- Maintain accountability to complete minimum commitment of hours and notify Program Director and Volunteer Coordinator of internship requirements (i.e. evaluations, meetings, signed agreements) in a timely manner

Qualifications

- Must be at least 21 years old
- Currently completing MA/MS degree in related field such as: Marriage Family Therapy, Clinical Psychology, Psychology, or Counseling
or
- *Associate* – Current licensed MFT or MFT registered Associate with BBS or current LCSW or ACSW registered with BBS
- Bilingual capabilities a plus (Spanish or Vietnamese)
- Knowledge and experience with Microsoft Office preferred
- Must have and maintain valid Professional Liability Insurance (Malpractice Insurance)
- Must provide TB Test Results and clear background check process
- Position may require standing/sitting for extended periods of time, dexterity of hands and fingers to operate office equipment, reaching overhead, above the shoulders and horizontally, bending at the waist; hearing and speaking to communicate and provide information to others; speaking to be heard before groups of people; position may require to lift, carry, pull or otherwise move objects between 10-20 pounds

BGCGG provides equal opportunity for all interns and volunteers and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, gender expression, gender identity, marital status, or disability (in compliance with the Americans with Disabilities Act) with respect to internship or volunteer opportunities.

Signature

Printed Name

Date